



EDMUND G. BROWN JR.
GOVERNOR

MATTHEW RODRIGUEZ
SECRETARY FOR
ENVIRONMENTAL PROTECTION

State Water Resources Control Board
Division of Drinking Water

April 10, 2017

System No. 3600370

Mark Wade, Field Superintendent
Windmill Resort, LLC
P.O. Box 1128
Parker, AZ 85344
Gmu100164@yahoo.com

CITATION NO. 05-13-17C-010 WINDMILL RESORT, LLC (3600370) – FAILURE TO COMPLY WITH SURFACE WATER TREATMENT RULE REQUIREMENTS AND OPERATOR CERTIFICATION REQUIREMENTS FOR MARCH 2017

Enclosed is a Citation issued to the Windmill Resort, LLC (hereinafter "Resort") public water system.

The Resort will receive a bill sent from the State Water Resources Control Board's (hereinafter "State Board") in August of the next fiscal year. The bill will contain fees for any enforcement time spent on the Resort for the current fiscal year. California Health and Safety Code, Section 116577, provides that a public water system must reimburse the State Board for actual costs incurred by the State Board for specified enforcement actions, including but not limited to, preparing, issuing and monitoring compliance with a citation.

If you have any questions regarding this matter, please contact Amanda Chapman of my staff at 909-383-4320 or me at 909-383-4328.

Sincerely,

A handwritten signature in blue ink, appearing to read "Eric J. Zúñiga".

Eric J. Zúñiga
District Engineer
San Bernardino District
Southern California Field Operations Branch

Enclosures

Certified Mail No. 7006 2150 0004 3940 8164

cc:

John Smith, Consultant for Windmill Resort, via email at Smithandyork@aol.com

Monica Lindmann for Windmill Resort, via email at Monica@cramember.com

Diana Almond, San Bernardino County EHS, via email at Diana.Almond@dph.sbcounty.gov

Joy Chakma, San Bernardino County EHS, via email at Joy.Chakma@dph.sbcounty.gov

STATE OF CALIFORNIA
STATE WATER RESOURCES CONTROL BOARD
DIVISION OF DRINKING WATER

Name of Public Water System: Windmill Resort, LLC

Water System No: 3600370

Attention: Mark Wade, Field Superintendent

P.O. Box 1128

Parker, Az 95344

Issued: April 10, 2017

CITATION FOR NONCOMPLIANCE
FAILURE TO COMPLY WITH SURFACE WATER TREATMENT RULE
REQUIREMENTS, CALIFORNIA CODE OF REGULATIONS, TITLE 22,
SECTION 64652(a), 64653(a) AND 64654(a) & OPERATOR
CERTIFICATION REQUIREMENTS CALIFORNIA CODE OF
REGULATIONS, TITLE 22, SECTION 64413.5(b) AND (c)
MARCH 2017

The California Health and Safety Code (hereinafter "CHSC"), Section 116650 authorizes the State Water Resources Control Board (hereinafter "State Board") to issue a citation to a public water system when the State Board determines that the public water system has violated or is violating the California Safe Drinking Water Act (hereinafter "California SDWA"),

(CHSC, Division 104, Part 12, Chapter 4, commencing with Section 116270), or any regulation, standard, permit, or order issued or adopted thereunder.

The State Board, acting by and through its Division of Drinking Water (hereinafter "Division") and the Deputy Director for the Division, hereby issues this citation pursuant to Section 116650 of the CHSC to the Windmill Resort, LLC (hereinafter "Resort") for violation of Title 22, California Code of Regulations, Sections 64652(a), 64653(a), 64654(a), and 64413.5(b) and (c).

A copy of the applicable statutes and regulations are included in Appendix 1, which is attached hereto and incorporated by reference.

STATEMENT OF FACTS

The Resort is classified as a transient noncommunity water system with a population of 300, serving 166 mobile homes and 28 recreational vehicle connections.

During the 2017 Sanitary Survey, the Division determined that the surface water treatment facility utilized four Sta-Rite HRPB 30 pool filters for its primary treatment process and the filters are not listed as approved filtration technology as noted in the Filtration requirements per Title 22, California Code of Regulations (CCR), Section 64653(a).

The Resort does not provide inactivation of *Giardia lamblia* cysts and viruses, in conjunction with the removals obtained through filtration, to meet the reduction requirements specified in 64652(a). The minimum disinfection

1 requirements for *Giardia* removal are not met since unapproved surface
2 water filtration units do not provide any removal credit.

3
4 The Resort has a certified chief operator on staff, Rick Miller, with a T3 and
5 D1 certification. He is on call, and is not managing the treatment facility at all
6 times while in operation. Operator Colt Holder, the shift operator who does
7 not possess a treatment certification, manages the treatment facility during
8 operations. The Resort does not have an operations plan on file that has
9 been approved by the State Water Board, pursuant to CCR, Title 22,
10 Section 64413.5 (d).

11 12 DETERMINATION

13 CCR, Title 22, Section 64652(a), Treatment Technique Requirements and
14 Compliance Options states that a supplier using approved surface water
15 shall provide multibarrier treatment and ensures that at least: (1) a total of
16 99.9 percent reduction of *Giardia lamblia* cysts through filtration and
17 disinfection; (2) a total of 99.99 percent reduction of viruses through filtration
18 and disinfection; and (3) a total of 99 percent removal of *Cryptosporidium*
19 through filtration. The Resort is using unapproved surface water treatment
20 for filtration. Therefore, The Division has determined that the Resort violated
21 CCR, Title 22, Section 64653(a). Percent reduction credits for *Giardia*
22 *lamblia*, viruses, and *Cryptosporidium* are unknown for unapproved
23 treatment technology. The filters do not meet Treatment Technique
24 Requirements and Compliance Options per Title 22, California Code of
25 Regulations (CCR), Section 64652(a). Specifically, the Resort does not have
26 approved multi-barrier treatment that provides (1) a total of 99.9 percent
27 reduction of *Giardia lamblia* cysts through filtration and disinfection; (2) a

1 total of 99.99 percent reduction of viruses through filtration and disinfection;
2 and (3) a total of 99 percent reduction of *Cryptosporidium* through filtration.
3

4 CCR, Title 22, Section 64654(a), Disinfection, states that all approved
5 surface water utilized by a supplier shall be provided with continuous
6 disinfection treatment sufficient to insure that the total treatment process
7 provides inactivation of *Giardia lamblia* cysts and viruses, in conjunction with
8 the removals through filtration. The Resort was using unapproved treatment
9 technology without removal credit and disinfection requirements were not
10 met. Therefore, the Division has determined that the Resort violated CCR,
11 Title 22, Section 64654(a) during March 2017.
12

13 CCR, Title 22, Section 64413.5(b) states that each water supplier shall
14 designate at least one shift operator. CCR, Title 22, Section 64413.5(c),
15 Treatment Facility Staff Certification Requirements, states that a chief or
16 shift operator shall be on-site at all times that the facility is operating. The
17 Resort has one chief operator with a T3 and D1 certification who is on call
18 and not managing the treatment facility during operations and no shift
19 operator. The Resort has one water technician on staff managing daily
20 operations of the treatment system who is not certified. An operations plan
21 for the treatment system has not been submitted to the Division for review
22 and approval; there is no operations plan currently on file. Therefore, the
23 Division has determined that the Resort violated CCR, Title 22, Section
24 64413.5(b) and (c) during March 2017.
25
26
27
28

DIRECTIVES

The Resort is hereby directed to take the following actions:

1. Comply with CCR, Title 22, Section 64652(a), 64653(a), 64654(a), and 64413.5 (b) and (c).

2. By **April 30, 2017**, notify all persons served by the Resort of the violation of Section 64652(a), 64653(a), and 64654(a) in conformance with CCR, Title 22, Section 64463.4. The Notification Template in **Appendix 2** shall be used to fulfill this directive, unless otherwise approved by the Division. The Resort shall notify the consumers served by the water system through Tier 2 Public Notification of the Treatment Technique violation pursuant to Title 22, CCR, Section 64652(a). The content of the notice shall be approved by the Division prior to issuance. The notification shall be provided in accordance with the following:

a. Given by **April 30, 2017** by posting in conspicuous public places served by the water system for as long as the violation continues.

b. Repeat the notice every month for as long as the violation continues.

c. Within 10 days following the issuance, submit a copy of the notification including certification of its publication, to the Division (**Appendix 4**).

3. By **December 31, 2017**, the Resort shall have on staff or under contract a minimum of one T1 shift operator that is on-site at all times that the facility is operating. Documentation of the certification of the operator shall be provided to the Division by **December 31, 2017**.

4. The operator shall visit the treatment plant and review equipment on at least a daily basis and document the date and time of visit, raw water temperature (°F), raw water pH, raw water turbidity (NTU), treatment plant flow (gpm), chlorine residual in the distribution system prior to the first customer service line, the minimum tank storage (gal), and treated water turbidities every four hours (NTU). Documentation of site visits shall be included in the Resort's monthly reports and submitted to the Division by the 10th day of the following month until further notice from the Division.

All submittals required by this Citation shall be electronically submitted to the Division at the following address. The subject line for all electronic submittals corresponding to this citation shall include the following information: Water System name and number, citation number and title of the document being submitted.

Eric J. Zúñiga

Dwpdist13@waterboards.ca.gov

The State Board reserves the right to make such modifications to this Citation as it may deem necessary to protect public health and safety. Such modifications may be issued as amendments to this Citation and shall be effective upon issuance.

Nothing in this Citation relieves the Resort of its obligation to meet the requirements of the California SDWA (CHSC, Division 104, Part 12, Chapter 4, commencing with Section 116270), or any regulation, standard, permit or order issued or adopted thereunder.

PARTIES BOUND

This Citation shall apply to and be binding upon the Resort, its owners, shareholders, officers, directors, agents, employees, contractors, successors, and assignees.

SEVERABILITY

The directives of this Citation are severable, and the Resort shall comply with each and every provision thereof notwithstanding the effectiveness of any provision.

FURTHER ENFORCEMENT ACTION

The California SDWA authorizes the State Board to: issue a citation or order with assessment of administrative penalties to a public water system for violation or continued violation of the requirements of the California SDWA or any regulation, permit, standard, citation, or order issued or adopted thereunder including, but not limited to, failure to correct a violation identified in a citation or compliance order. The California SDWA also authorizes the State Board to take action to suspend or revoke a permit that has been issued to a public water system if the public water system has violated applicable law or regulations or has failed to comply with an order of the State Board, and to petition the superior court to take various enforcement measures against a public water system that has failed to comply with an order of the State Board. The State Board does not waive any further enforcement action by issuance of this Citation.

Eric J. Zúñiga

4/10/17

Eric J. Zúñiga

Date

District Engineer

San Bernardino District

Southern California Field Operations Branch



Appendices (3):

1. Applicable Statutes and Regulations
2. Tier 2 Notification Template – Failure to Meet Treatment
Technique and Disinfection Requirements and Compliance
3. Public Notification Certification Template

Certified Mail No. 7006 2150 0004 3940 8164

Appendix 1

APPENDIX 1. APPLICABLE STATUTES AND REGULATIONS FOR CITATION NO. 05-13-17C-010

NOTE: The following language is provided for the convenience of the recipient, and cannot be relied upon as the State of California's representation of the law. The published codes are the only official representation of the law. Regulations related to drinking water are in Titles 22 and 17 of the California Code of Regulations. Statutes related to drinking water are in the Health & Safety Code, the Water Code, and other codes.

California Health and Safety Code (CHSC):

Section 116271 states in relevant part:

(a) The State Water Resources Control Board succeeds to and is vested with all of the authority, duties, powers, purposes, functions, responsibilities, and jurisdiction of the State Department of Public Health, its predecessors, and its director for purposes of all of the following:

- (1) The Environmental Laboratory Accreditation Act (Article 3 (commencing with Section 100825) of Chapter 4 of Part 1 of Division 101).
- (2) Article 3 (commencing with Section 106875) of Chapter 4 of Part 1.
- (3) Article 1 (commencing with Section 115825) of Chapter 5 of Part 10.
- (4) This chapter and the Safe Drinking Water State Revolving Fund Law of 1997 (Chapter 4.5 (commencing with Section 116760)).
- (5) Article 2 (commencing with Section 116800), Article 3 (commencing with Section 116825), and Article 4 (commencing with Section 116875) of Chapter 5.
- (6) Chapter 7 (commencing with Section 116975).
- (7) The Safe Drinking Water, Water Quality and Supply, Flood Control, River and Coastal Protection Bond Act of 2006 (Division 43 (commencing with Section 75001) of the Public Resources Code).
- (8) The Water Recycling Law (Chapter 7 (commencing with Section 13500) of Division 7 of the Water Code).
- (9) Chapter 7.3 (commencing with Section 13560) of Division 7 of the Water Code.
- (10) The California Safe Drinking Water Bond Law of 1976 (Chapter 10.5 (commencing with Section 13850) of Division 7 of the Water Code).
- (11) Wholesale Regional Water System Security and Reliability Act (Division 20.5 (commencing with Section 73500) of the Water Code).
- (12) Water Security, Clean Drinking Water, Coastal and Beach Protection Act of 2002 (Division 26.5 (commencing with Section 79500) of the Water Code).

(b) The State Water Resources Control Board shall maintain a drinking water program and carry out the duties, responsibilities, and functions described in this section. Statutory reference to "department," "state department," or "director" regarding a function transferred to the State Water Resources Control Board shall refer to the State Water Resources Control Board. This section does not impair the authority of a local health officer to enforce this chapter or a county's election not to enforce this chapter, as provided in Section 116500...

- (k)
- (1) The State Water Resources Control Board shall appoint a deputy director who reports to the executive director to oversee the issuance and enforcement of public water system permits and other duties as appropriate. The deputy director shall have public health expertise.
 - (2) The deputy director is delegated the State Water Resources Control Board's authority to provide notice, approve notice content, approve emergency notification plans, and take other action pursuant to Article 5 (commencing with Section 116450), to issue, renew, reissue, revise, amend, or deny any public water system permits pursuant to Article 7 (commencing with Section 116525), to suspend or revoke any public water system permit pursuant to Article 8 (commencing with Section 116625), and to issue citations, assess penalties, or issue orders pursuant to Article 9 (commencing with Section 116650). Decisions and actions of the deputy director taken pursuant to Article 5 (commencing with Section 116450) or Article 7 (commencing with Section 116525) are deemed decisions and actions taken, but are not subject to reconsideration, by the State Water Resources Control Board. Decisions and actions of the deputy director taken pursuant to Article 8 (commencing with Section 116625) and Article 9 (commencing with Section 116650) are deemed decisions and actions taken by the State Water Resources Control Board, but any aggrieved person may petition the State Water Resources Control Board for reconsideration of the decision or action. This subdivision is not a limitation on the State Water Resources Control Board's authority to delegate any other powers and duties.

Section 116555 states in relevant part:

(a) Any person who owns a public water system shall ensure that the system does all of the following:

- (1) Complies with primary and secondary drinking water standards.
- (2) Will not be subject to backflow under normal operating conditions.
- (3) Provides a reliable and adequate supply of pure, wholesome, healthful, and potable water.

Section 116650 states in relevant part:

- (a) If the state board determines that a public water system is in violation of this chapter or any regulation, permit, standard, citation, or order issued or adopted thereunder, the state board may issue a citation to the public water system. The citation shall be served upon the public water system personally or by certified mail. Service shall be deemed effective as of the date of personal service or the date of receipt of the certified mail. If a person to whom a citation is directed refuses to accept delivery of the certified mail, the date of service shall be deemed to be the date of mailing.
- (b) Each citation shall be in writing and shall describe the nature of the violation or violations, including a reference to the statutory provision, standard, order, citation, permit, or regulation alleged to have been violated.
- (c) A citation may specify a date for elimination or correction of the condition constituting the violation.
- (d) A citation may include the assessment of a penalty as specified in subdivision (e).
- (e) The state board may assess a penalty in an amount not to exceed one thousand dollars (\$1,000) per day for each day that a violation occurred, and for each day that a violation continues to occur. A separate penalty may be assessed for each violation and shall be in addition to any liability or penalty imposed under any other law.

California Code of Regulations, Title 22 (CCR):**§64413.5. Treatment Facility Staff Certification Requirements.**

- (a) Each water supplier shall designate at least one chief operator that meets the requirements specified in §63765 for each water treatment facility utilized by the water system.
- (b) Each water supplier shall designate at least one shift operator that meets the requirements specified in §63765 for each water treatment facility utilized by the water system for each operating shift.
- (c) Except as provided in (d), a chief operator or shift operator shall be on-site at all times that the facility is operating.
- (d) If the water supplier's operations plan, submitted and approved pursuant to §64661, demonstrates an equal degree of operational oversight and reliability with either unmanned operation or operation under reduced operator certification requirements, the chief operator or shift operator is not required to be on-site, but shall be able to be contacted within one hour.
- (e) If there is no change in the treatment facility and the employed shift and/or chief operators, the water supplier shall be in compliance until January 1, 2003 with the shift and operator certification requirements that were in effect on December 31, 2000. If the water system employs a new shift and/or chief operator, that operator shall meet the certification requirements pursuant to §63765(a).

§64652. Treatment Technique Requirements and Compliance Options.

- (a) A supplier using an approved surface water shall provide multibarrier treatment that meets the requirements of this chapter and reliably ensures at least, between a point where the raw water is not subject to recontamination by surface water runoff and a point downstream before or at the first customer:
 - (1) A total of 99.9 percent reduction of *Giardia lamblia* cysts through filtration and disinfection;
 - (2) A total of 99.99 percent reduction of viruses through filtration and disinfection; and
 - (3) A total of 99 percent removal of *Cryptosporidium* through filtration.

§64653. Filtration.

- (a) All approved surface water utilized by a supplier shall be treated using one of the following filtration technologies unless an alternative process has been approved by the State Board pursuant to subsections (e), (f), (g) and (h):
 - (1) Conventional filtration treatment;
 - (2) Direct filtration treatment;
 - (3) Diatomaceous earth filtration; or
 - (4) Slow sand filtration.

§64654. Disinfection.

- (a) All approved surface water utilized by a supplier shall be provided with continuous disinfection treatment sufficient to insure that the total treatment process provides inactivation of *Giardia lamblia* cysts and viruses, in conjunction with the removals obtained through filtration, to meet the reduction requirements specified in section 64652(a).

Appendix 2

Instructions for Tier 2 SWTR Failure to Filter Notice Template

Template Attached

Since surface water treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [California Code of Regulations, Title 22, Chapter 15, Section 64463.4(b)]. **Each water system required to give public notice must submit the notice to the State Water Resources Control Board, Division of Drinking Water (DDW) for approval prior to distribution or posting, unless otherwise directed by the DDW [64463(b)].**

Notification Methods

You must use the methods summarized in the table below to deliver the notice to consumers. If you mail, post, or hand deliver, print your notice on letterhead, if available.

<i>If You Are a...</i>	<i>You Must Notify Consumers by...</i>	<i>...and By One or More of the Following Methods to Reach Persons Not Likely to be Reached by the Previous Method...</i>
Community Water System [64463.4(c)(1)]	Mail or direct delivery ^(a)	Publication in a local newspaper
		Posting ^(b) in conspicuous public places served by the water system or on the Internet
		Delivery to community organizations
Non-Community Water System [64463.4(c)(2)]	Posting in conspicuous locations throughout the area served by the water system ^(b)	Publication in a local newspaper or newsletter distributed to customers
		Email message to employees or students
		Posting ^(b) on the Internet or intranet
		Direct delivery to each customer

(a) Notice must be distributed to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system.

(b) Notice must be posted in place for as long as the violation or occurrence continues, but in no case less than seven days.

The notice attached is appropriate for the methods described above. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the health effects and notification language in italics unchanged. This language is mandatory [64465].

Multilingual Requirement

The notice must (1) be provided in English, Spanish, and the language spoken by any non-English-speaking group exceeding 10 percent of the persons served by the water

system and (2) include a telephone number or address where such individuals may contact the water system for assistance.

If any non-English-speaking group exceeds 1,000 persons served by the water system, but does not exceed 10 percent served, the notice must (1) include information in the appropriate language(s) regarding the importance of the notice and (2) contain the telephone number or address where such individuals may contact the water system to obtain a translated copy of the notice from the water system or assistance in the appropriate language.

Population Served

Make sure it is clear who is served by your water system — you may need to list the areas you serve.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with surface water treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

- “Our filtration system needs upgrades to meet the requirements.”
- “We are installing filtration. We expect that the filtration system will be operational by [month, year].”
- “We are monitoring for turbidity (cloudiness), disinfectant levels, and the presence of bacteria. We continue to meet the standards for these measurements.”

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to the DDW within ten days after you issue the notice [64469(d)]. You should also issue a follow-up notice in addition to meeting any repeat notice requirements the DDW sets.

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately.

It is a good idea to issue a “problem corrected” notice when the violation is resolved.

Instructions for Tier 2 SWTR Disinfection Treatment Notice Template

Template Attached

Since surface water treatment disinfection treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [California Code of Regulations, Title 22, Chapter 15, Section 64463.4(b)]. Some disinfection problems may be serious. **Each water system required to give public notice must submit the notice to the State Water Resources Control Board, Division of Drinking Water (DDW) for approval prior to distribution or posting, unless otherwise directed by the DDW [64463(b)].**

You must use the methods summarized in the table below to deliver the notice to consumers. If you mail, post, or hand deliver, print your notice on letterhead, if available.

If You Are a...	<i>You Must Notify Consumers by...</i>	<i>...and By One or More of the Following Methods to Reach Persons Not Likely to be Reached by the Previous Method...</i>
Community Water System [64463.4(c)(1)]	Mail or direct delivery ^(a)	Publication in a local newspaper
		Posting ^(b) in conspicuous public places served by the water system or on the Internet
		Delivery to community organizations
Non-Community Water System [64463.4(c)(2)]	Posting in conspicuous locations throughout the area served by the water system ^(b)	Publication in a local newspaper or newsletter distributed to customers
		Email message to employees or students
		Posting ^(b) on the Internet or intranet
		Direct delivery to each customer

(a) Notice must be distributed to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system.

(b) Notice must be posted in place for as long as the violation or occurrence continues, but in no case less than seven days.

The notice attached is appropriate for the methods described above. However, you may wish to modify it before using it for posting in public places served by the water system. If you do, you must still include all the required elements and leave the health effects and notification language in italics unchanged. This language is mandatory [64465].

Multilingual Requirement

The notice must (1) be provided in English, Spanish, and the language spoken by any non-English-speaking group exceeding 10 percent of the persons served by the water system and (2) include a telephone number or address where such individuals may contact the water system for assistance.

If any non-English-speaking group exceeds 1,000 persons served by the water system, but does not exceed 10 percent served, the notice must (1) include information in the appropriate language(s) regarding the importance of the notice and (2) contain the telephone number or address where such individuals may contact the water system to obtain a translated copy of the notice from the water system or assistance in the appropriate language.

Make sure it is clear who is served by your water system -- you may need to list the areas you serve.

Choose from the following descriptions of violations and modify to fit your situation.

- Contact Time – “In order to ensure proper disinfection, water in the treatment plant must be in contact with chlorine or a similar disinfectant for a minimum amount of time. On [date], this did not occur. Although chlorine quickly kills most bacteria, it is less effective against organisms such as viruses and parasites. For this reason, water needs to mix with chlorine for a longer time period to kill such organisms. The amount of time necessary, or the “contact time”, depends on the amount of disinfectant in the water and the temperature of the water.”
- Disinfectant Residual – “We routinely monitor for disinfectant residual in the distribution system. This measurement tells us whether we are effectively disinfecting the water supply. Disinfectant residual is the amount of chlorine or related disinfectant present in the pipes of the distribution system. If the amount of disinfectant is too low, organisms could grow in the pipes.”
- Monthly Exceedance (Distribution System) – “During the month of [month], disinfectant residual was undetected in more than 5% of samples. The standard is that disinfectant may be undetectable in no more than 5% of samples taken each month.”
- Single Exceedance (Entry to the Distribution System) – “On [date], disinfectant levels dropped below 0.2 milligrams per liter (mg/L) for [number] hours. The standard is that levels may not drop below 0.2 mg/L for more than four hours.”

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with disinfection treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

- “We are sampling/we sampled both untreated and treated water for the presence of coliform bacteria.”
- “We are sampling/we sampled disinfectant levels and will adjust/adjusted the amount of disinfectant added as necessary to maintain adequate levels.”

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to the DDW within ten days after you issue the notice [64469(d)]. You should also issue a follow-up notice in addition to meeting any repeat notice requirements the DDW sets.

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately.

It is a good idea to issue a “problem corrected” notice when the violation is resolved

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

Windmill Resort

Does Not Meet Treatment Requirement (Filtration)

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation.

On **March 2017**, the State Water Resources Control Board, Division of Drinking Water (DDW) ordered us to filter the water in addition to disinfecting. We are required to install this filtration because we do not have an adequate watershed control program in place. However, we have not yet installed a filtration system.

"In order to ensure proper disinfection, water in the treatment plant must be in contact with chlorine or a similar disinfectant for a minimum amount of time. For March 2017, this did not occur. Although chlorine quickly kills most bacteria, it is less effective against organisms such as viruses and parasites. For this reason, water needs to mix with chlorine for a longer time period to kill such organisms. The amount of time necessary, or the "contact time", depends on the amount of disinfectant in the water and the temperature of the water."

What should I do?

- **You do not need to boil your water or take other actions.**
- This is not an emergency. If it had been, you would have been notified immediately. We do not know of any cases of contamination. However, until improvements are made, there is an increased chance that disease-causing organisms could contaminate the water supply.
- *Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms, however, are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.*
- A home filter will not necessarily solve the problem, because not all home filters protect against parasites. For information on appropriate filters, call NSF International at 1(800) 673-6275, the Water Quality Association at (630) 505-0160, or the State Water Resources Control Board's, Residential Water Treatment Device Registration Unit at (916) 449-5600 or visit the State Board's website at www.swrcb.ca.gov.

- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA's Safe Drinking Water Hotline at 1(800) 426-4791.
- If you have other health issues concerning the consumption of the water, you may wish to consult your doctor.

What happened? What is being done?

Filtration is the best method for removing these organisms. [Describe corrective action]. We anticipate resolving the problem within [estimated time frame]. Until filtration is installed, you will receive a notice similar to this every three months.

[Describe corrective action]. [Disinfectant residual levels/contact times] so far this month have met all requirements.

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors).
- **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants.
- **BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS:** Must notify employees of businesses located on the property.

This notice is being sent to you by **Windmill Resort**.

State Water System ID#: __3600370__ . Date distributed: _____.

Appendix 3

Drinking Water Notification to Consumers

PROOF OF NOTIFICATION

Name of Water System: _____

Please explain what caused the problem if you have determined what it was and what steps you have taken to correct it. _____

Consumers Notified _____ Yes _____ No

If not, Explain: _____

Date of Notification: _____

On the date of notification set forth above, I served the above referenced document(s) on the consumers by:

_____ Sending a copy through the U.S. Mail, first class, postage prepaid, addressed to each of the resident(s) at the place where the property is situated, pursuant to the California Civil Code. Attach copy of Notice.

_____ Newspaper (if the problem has been corrected). Attach a copy of Notice.

_____ Personally hand-delivering a copy to each of the consumers. Attach a copy of Notice.

_____ Posted on a public bulletin board, that will be seen by each of the consumers (for small, non-community water systems with prior Division approval). Attach copy of Notice.

I hereby declare the forgoing to be true and correct under penalty of perjury.

Dated: _____

Signature of Person Serving Notice

****Notice:** Complete this Proof of Notification and return it along with a copy of the notification to the Division within 10 days of receipt of giving public notice.

Disclosure: Be advised that the California Health and Safety Code states that any person who knowingly makes a false statement on any report or document submitted for the purpose of compliance with the attached order may be liable for a civil penalty not to exceed five thousand dollars (\$5,000) for each separate violation for each day that violation continues. In addition, the violators may be prosecuted in criminal court and upon conviction, be punished by fine of not more than twenty-five thousand dollars (\$25,000) for each day of violation, or be imprisoned in county jail not to exceed one year or by both the fine and imprisonment.